

<b>Multimedia Procedure</b>	<b>Title</b> Quality Defects/Trouble Reports		<b>Procedure Number</b> 158
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<b>Originating Branch</b> Tax Products Branch	<b>To Be Used By</b> All Division Employees	<b>Approved By</b> John Smith	<b>Date</b> July 2000

## Purpose

This Procedure is to inform all Printing Specialists of when and how to issue a GPO Form 1815, Notice of Quality Defects and the proper way to act upon receipt of a Form 4459, IRS Printed Product Trouble Report.

## Procedure

### I. Issuance of GPO Forms 1815, Notice of Quality Defects

1. If a printed product is determined to be defective, outside the scope of the quality level assigned to the job, to the extent that it is unsuitable for use; the responsible printing specialist must complete a GPO Form 1815. The form is pdf fillable and can be completed online by going to the GPO website. The website address is [www.access.gpo.gov/procurement/ditsg/forms.html](http://www.access.gpo.gov/procurement/ditsg/forms.html).
2. Complete a separate form for each defective product.
3. E-mail GPO Form 1815 to [nkolovos@gpo.gov](mailto:nkolovos@gpo.gov), [jruess@gpo.gov](mailto:jruess@gpo.gov), the GPO Quality Assurance (Q/A) Section and to [Richard.U.Freeman@irs.gov](mailto:Richard.U.Freeman@irs.gov), the Q/A Group in the IRS Tax Products Branch. The Q/A Group is the contact point or liaison for all quality related issues. They will electronically document all quality defects by each contractor and will archive all complaints for future reference.
4. The responsible printing specialist must send representative samples of the quality defect to the Q/A Group within two days of notification or discovery.
5. Once the Notice of Quality Defects has been forwarded, GPO will notify the IRS Q/A Group electronically of any action to be taken. The IRS Q/A Group will notify the responsible Printing Specialist of actions taken by GPO.
6. If the responsible printing specialist has not heard from the QA Group within two weeks of sending GPO Form 1815 they **must** follow-up with the Q/A Group who, in turn, will follow-up with GPO for further action.
7. Once action has been taken and the problem resolved, a copy of the GPO Form 1815, one sample of the defective product, and a copy of the resolution (contract modification or other) will be archived by the Q/A Group.

### II. Issuance of IRS Form 4459, Printed Product Trouble Report

1. The Form 4459 is completed by distribution center/service center personnel and emailed to the Q/A Group at IRS and the Q/A Group at GPO simultaneously. Form 4459 is a PDF, fillable form which can be filled out online by accessing [www.publish.no.irs.gov/catlg.html](http://www.publish.no.irs.gov/catlg.html).
2. If there is damage to the cartons or product, Polaroid or digital pictures should be taken and emailed with Form 4459 if a scanner or digital camera, respectively, is available. Pictures should be forwarded to the GPO Q/A Group and the IRS Q/A Group along with the original Trouble Report for a cost reduction/contract modification.
3. A member of the Q/A Group will follow up directly with the responsible Printing Specialist on Trouble Reports received for products that originated in the Publishing Services Branch to make sure the situation is resolved. The responsible Printing Specialist will notify the IRS Q/A Group of any resolution.
4. A copy of the Trouble Report is to be filed in the product history file and the copy maintained by the Q/A Group will be filed in a Vendor Defect File. The defects will also be tracked electronically to include; complaint date, vendor name, problem and resolution.

5. GPO will notify the IRS Q/A Group of all resolutions emailed directly to them on a Form 4459. In turn, the IRS Q/A Group will forward the resolution information on to the responsible Printing Specialist for documentation in the history file.
6. ADCs/Service Centers should call the responsible printing specialist or the Quality Assurance Program Manager if there is a significant problem with a shipment.